

Clarktel Service Bulletin on UM8000 Voicemail System

Published: 2023-05-23

What is happening to the UM8000?

Due to an aging UM8000 Voice Mail solution that's reached end-of-life (EOL) status in its support cycle, it's vital you discuss with Clarktel your options on how best to mitigate service or feature disruption risks. Below, we've provided our outline of the risks of sticking with your current UM8000 and have outlined some mitigation strategies as a primer for future discussion.

Why does end-on-Life status matter? In short, it matters because of an ever-growing risk of a serious voice mail outage or loss of saved voice mails as support, maintenance and replacement part availability ends. **Here's what's happened thus far:**

- New sales of UM8000's ended 12/31/2021
- Add on sales ended 12/31/2022
- **Support and available maintenance ends on 12/31/2023**

How are you impacted by an End-of-Life UM8000? Once any system becomes EOL, the following changes occur over time:

- Software enhancements are not created for your system **(Already occurred)**
- The expansion of new users or additional voice services to your system cease as additional licenses are no longer available **(Already occurred)**
- You are unable to receive software updates or bug fixes **(Starts 12/31/2023)**
- Replacement parts are no longer manufactured and used parts eventually disappear for resale markets.
- Tier III escalation to NEC (or other manufacturers), required to solve a complex future problem, become unavailable. Because of this, NEC will not take support calls from companies like Clarktel for UM8000 issues and we might not be able to fully fix your problem or keep your voicemail system operating **(Starts 12/31/2023)**
- A serious system failure may cause you to lose off of your saved voicemails

If your voice mail system unexpectedly dies and repair's no longer an option, how would that impact your business? Moving from your UM8000 to InMail (VM8000) for voicemail (the recommended options) requires time to configure the system's operations, migrate to the new system and train your staff. **Phone and voice mail system outages are costly with productivity declines and even lost customers. Why risk it?**

What are your options?

- Do nothing and hope for the best:
 - Stay with what you have today and assume all risks of potential loss of saved voicemail and unrepairable outages.
- Stick with the UM8000, but mitigate your risks by:
 - Schedule a preventative maintenance appointment with Clarktel to upgrade your UM8000 (with a current software assurance subscription) to the latest release of software to address the most recent patches and bug fixes; ensuring maximum operational stability.

- Pre-purchase a used UM8000 now, store it and have it on-hand for parts in the event of a future problem; and accept the risk that without advanced support from NEC, Clarktel's ability to repair all types of problems may be limited.
- **Migrate from UM8000 to InMail (VM8000) (RECOMMENDED ACTION)**
 - InMail is a fully supported NEC voice mail solution; but with more basic features than the UM8000 (Discussed below). Schedule time with Clarktel to have your voicemails moved from the UM8000 to InMail, configure your new InMail system and provide basic training on the changes.
- **Migrate your whole phone system to the future-proof cloud.**
 - Move to a new cloud phone system. If considering a move from your premise phone system to the cloud, consider moving to NEC's UNIVERGE BLUE CONNECT full business phone service with added remote worker enablement features.

What is InMail (VM8000) and what are you losing by moving to it?

InMail is a voicemail solution that integrates directly with your existing NEC SV9100/8100 and is designed for businesses requiring up to 4 voice mail ports. InMail is available with 2 to 4 voice mail ports and supports up to 128 mailboxes and eight hours of storage. The InMail's feature set contains all the features you would expect to find in standard voice mail systems, but also includes advanced features typically found only in larger, more expensive systems.

Here are some of the advanced UM8000 features not supported by InMail:

- UM8000 has up to 500 hours of storage while InMail has 240 hours of storage.
- UM8000 can have many transaction mailboxes, while InMail only has 32 answer schedule tables, routing boxes which could make a difference for larger systems.
- A full comparison list can be found [here](#).

So, what are next steps?

The next step is to schedule a phone call with a Clarktel team member to walk you through to pros and cons of each migration option and then to ensure we take the required action before support with NEC ends at the end of the year. **Call Clarktel at 330-869-8657**